

Quarterly Development Stakeholder Meeting

Facilitated by Planning
and Development

July 9, 2026



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Agenda

1. Opening Remarks
2. Text Change Update
3. Facility Fee Study
4. Development Fee Operational Changes
5. Planning and Development Organizational Realignment
6. Raleigh Water
7. DSAC Inquiries
8. Permit Help Line
9. Meeting Adjourned

Text Change Updates





Text Change Update

Authorized at the 7/7/26 City Council Meeting

- Omnibus Text Change
- Minor/Exempt Subdivisions

Public Hearing set for 8/18/26

- TC-1-26: School Lot Area Amendment



Text Change Update

Upcoming TCs:

- Daycare Text Change
- Trail Oriented Development

Text Change:
Greenway Trail
Oriented Development

Benefits of Greenway Trail Oriented Development

- **Leverages Existing Infrastructure**
- **Increases Accessibility**
- **Drives Vibrant, Walkable Communities:** Brings affordable housing, jobs, community spaces, and services closer to trails.
- **Sustainability:** Encourages biking and walking for daily trips.



The Rockway, Raleigh

Case Studies

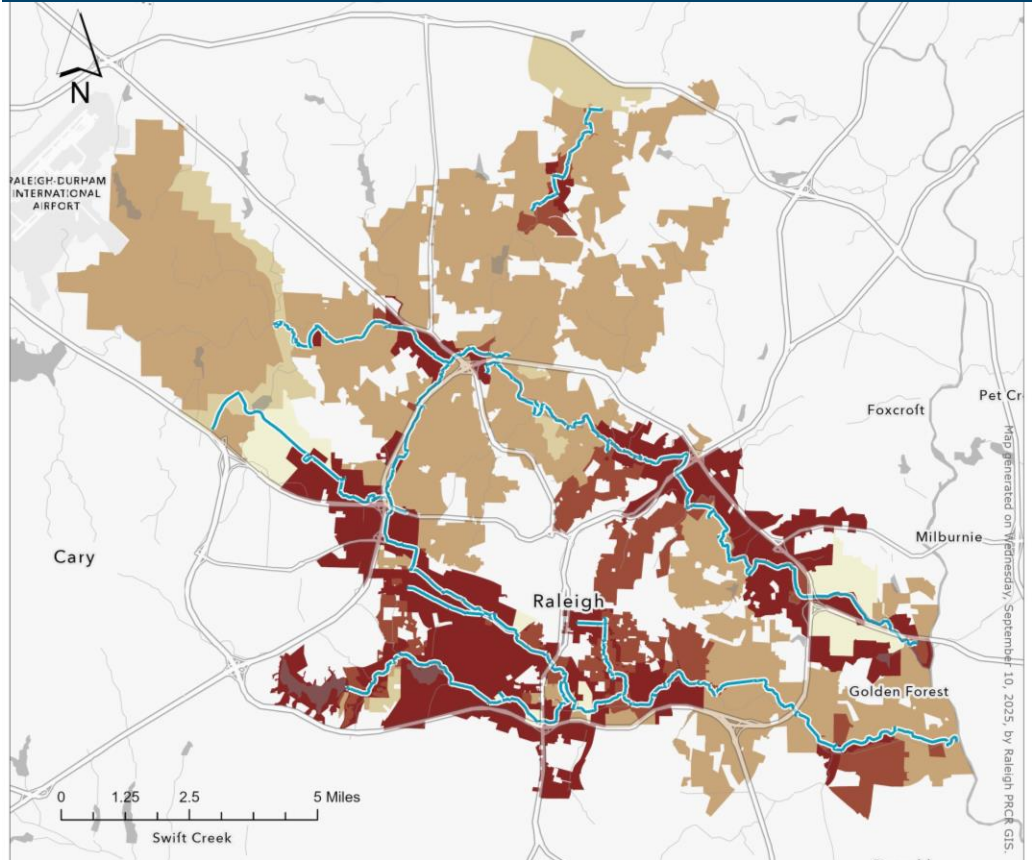
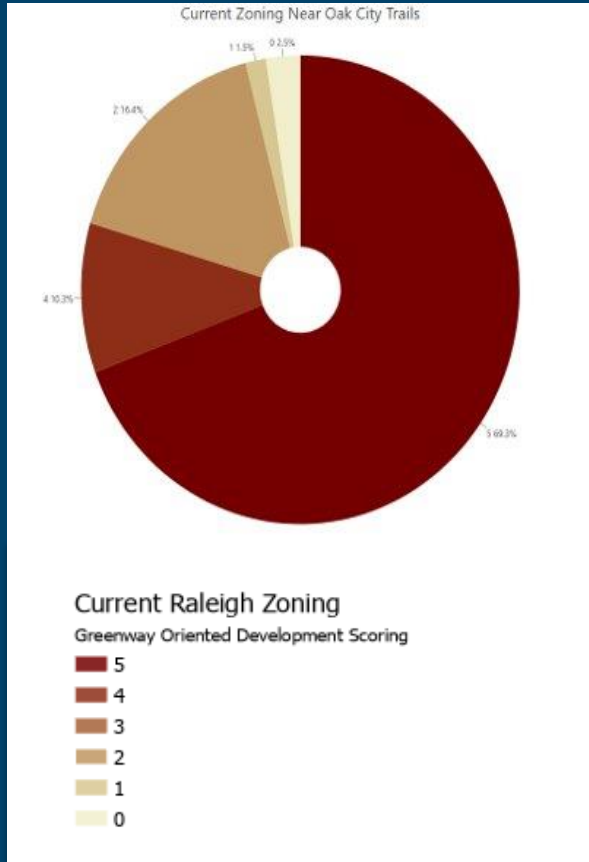
- **Beltline:** Atlanta, Georgia
- **Lafitte Greenway:** New Orleans, Louisiana
- **Crescent Park Trail:** New Orleans, Louisiana
- **Razorback Greenway:** Bentonville, Arkansas
- **Carroll Creek Greenway:** Frederick, Maryland
- **Sugar Creek Greenway:** Charlotte, NC

*Bringing **greenways** to people and
people to **greenways***

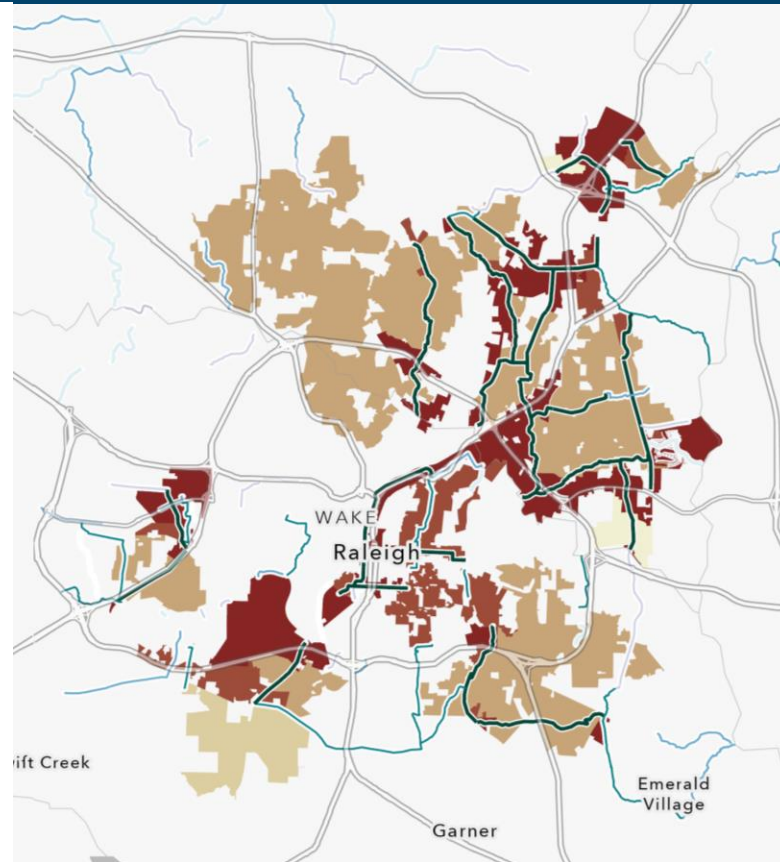
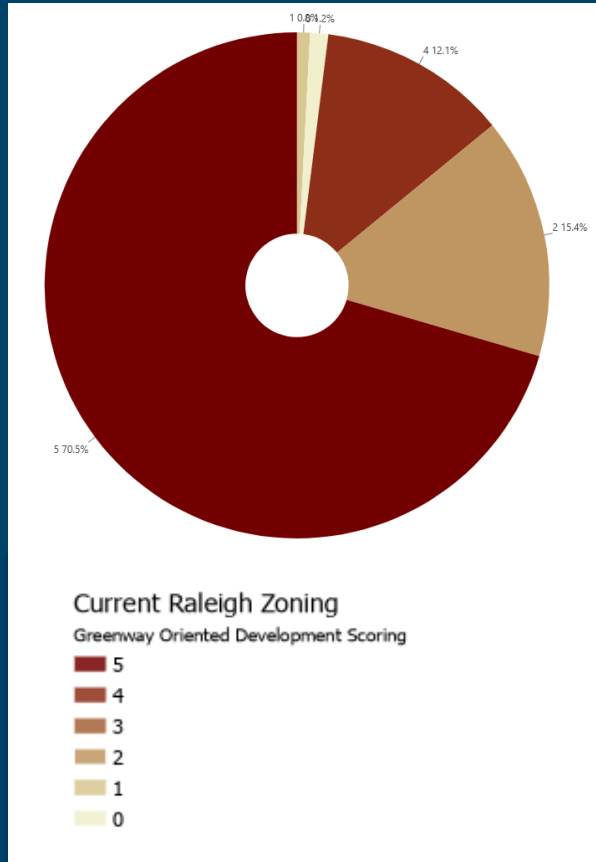


Frederick, MD

Current Land Use: 1/8th Mile from Oak City Trails



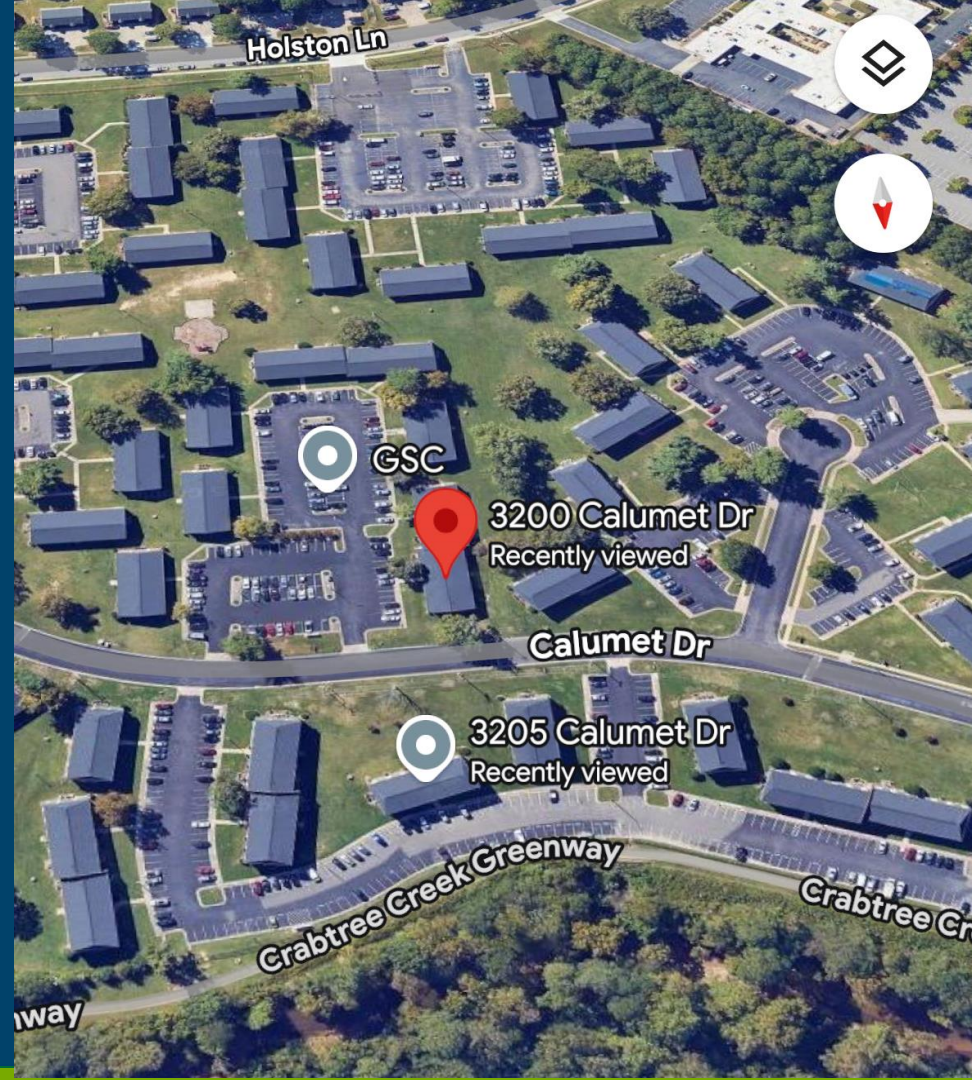
Current Land Use: 1/8th Mile from Priority Trails



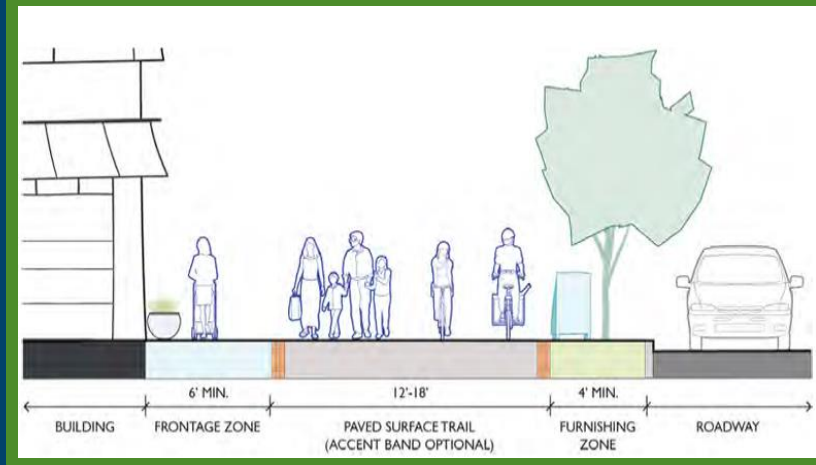
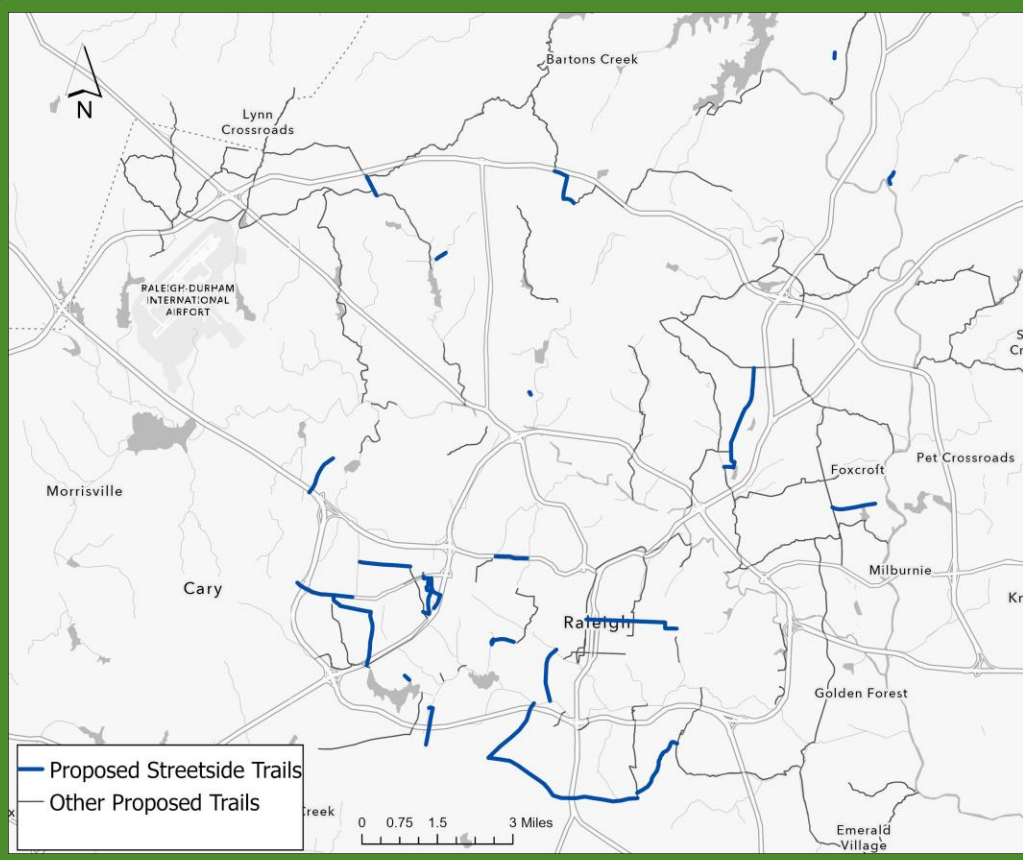
Where do we go from here?

Greenway Trail Oriented Design

- **Connect internal pathways** to existing greenway trails
- **Trail-oriented design** requiring frontage toward the greenway
- **Street-side Greenway** requirements



Streetside Greenways



Next Steps

Text Amendments:

1. Greenway **connection** requirements
2. Greenway **frontage** requirements
3. Street-side Greenway requirements



Facility Fee Study





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Relationship to Reflecting Raleigh

- Raleigh's next Comprehensive Plan is entering the drafting phase
- Emphasis on maintaining fiscal sustainability as the City grows



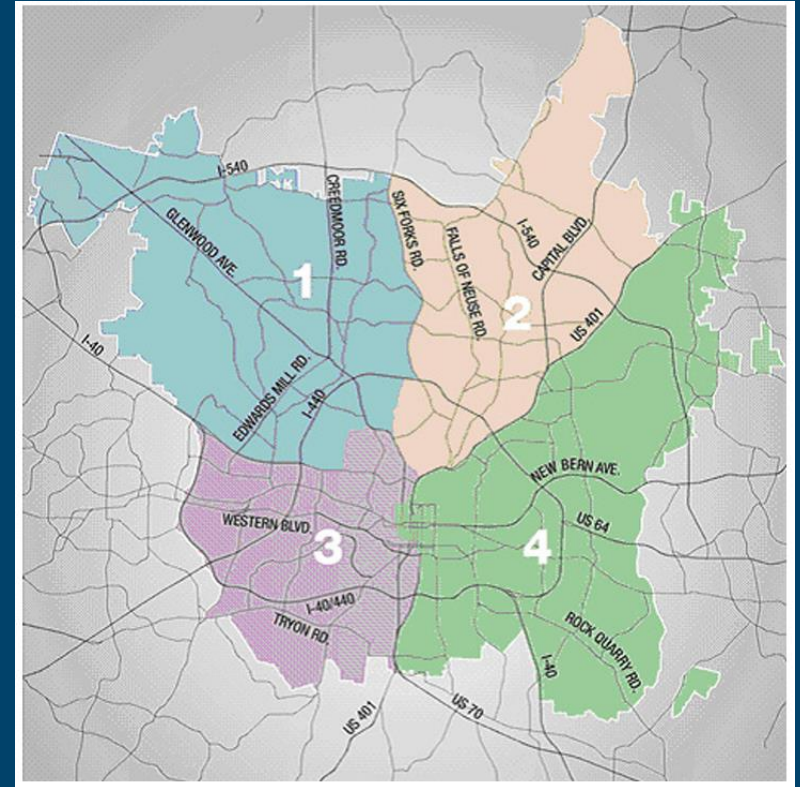
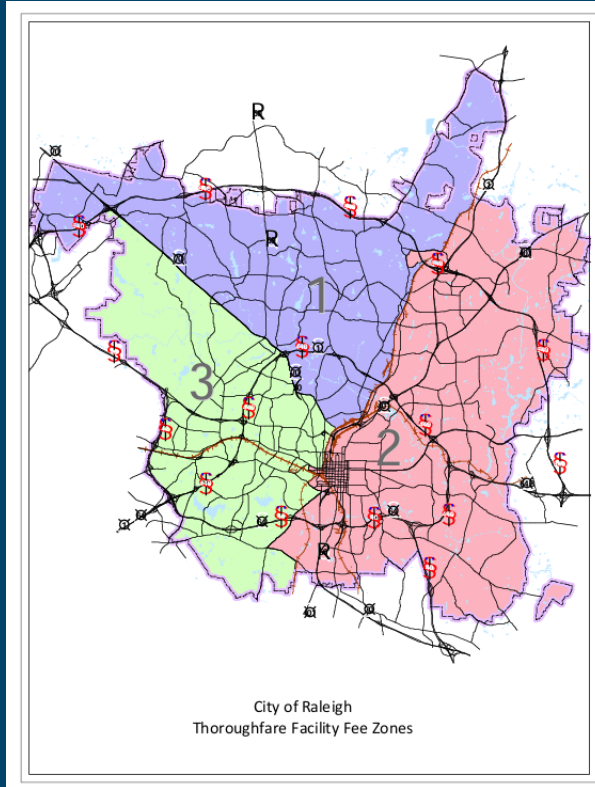


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Background

- Transportation and Open Space Facility Fees are intended to offset the cost of new and expanded infrastructure needed to serve new development
- Fee authority was granted to Raleigh by the General Assembly in 1985 through an amendment to the City Charter (Sec. 2.14)
 - *“The amount of each fee imposed and collected hereunder shall be as a result of new construction and shall bear a reasonable relationship to such capital costs”*
- The Facility Fee Study provides a detailed analysis of capital needs and costs and must be updated from time to time to stay current

Fees are Collected & Disbursed by Zone





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Key Study Objectives

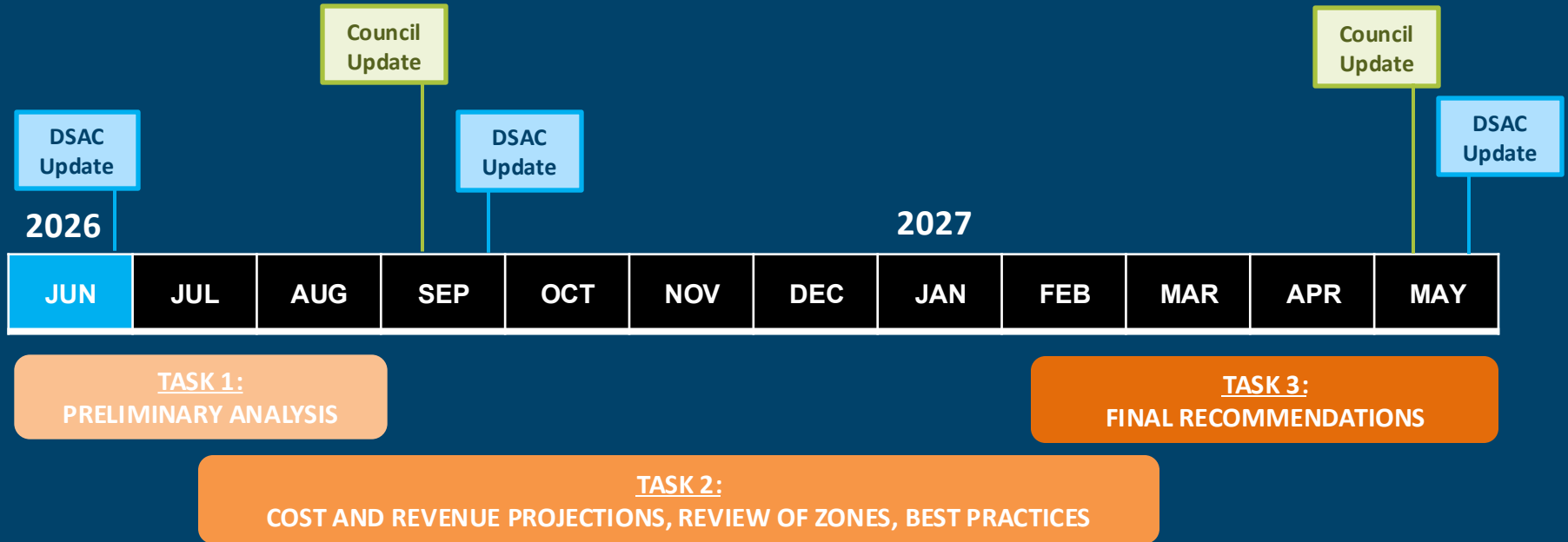
The City is working with Benesch on the following objectives:

- Evaluate existing facility fee zones
- Calculate the actual facility costs
- Determine appropriate fee ranges and revenue projections
- Recommend best practices for calculating fees-in-lieu and reimbursements



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12 Month Timeline



Development Fee Operational Changes





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FY27 Budget Highlights

- Adopted June 8
- Effective July 1, 2026
- Visit raleighnc.gov search “Budget”
- \$1.76B total budget
 - Closed \$13.1M budget gap, 1.7 cent property tax increase (approx. \$67 increase on median Raleigh household)
 - Structural changes to Planning and Development, Stormwater, and a few others
- Funds 6 new Residential Building Inspectors
 - Funded through credit card fee savings





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Credit Card Fees

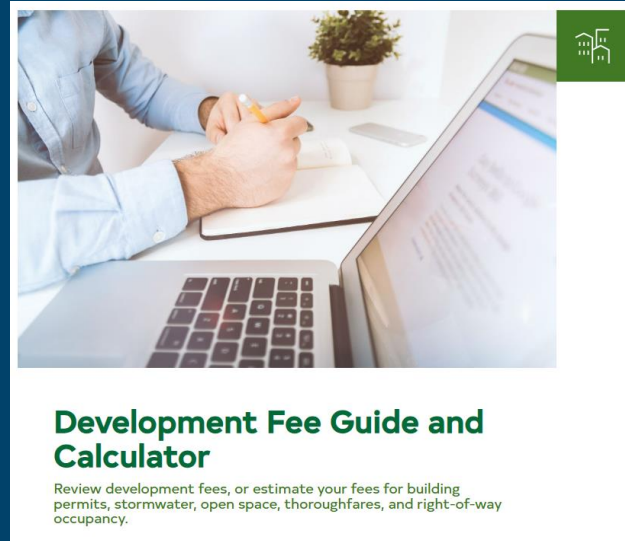
- Beginning July 1, credit card processing fees are passed to customers
- Processing fee is 3.5% of the payment amount, with a minimum fee of \$2.50 per transaction
- The \$20,000 payment cap has been removed
- Pay eCheck (ACH) or paper check, no fees incurred
- Aligns with common payment practices used by other municipalities and private-sector organizations



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FY27 Development Fee Guide

- FY27 Development Fee Guide and Calculator went live on July 1
- Customers are encouraged to consider fiscal year(s) and project timing when planning budgets and schedules





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Fee Assessment Timing

- Achieving efficiency *without* adjusting dates to setup accurate invoices is the goal.
- Permit and plan review fees are assessed based on the Development Fee Guide in effect when fees are invoiced.
- Projects spanning multiple fiscal years may be subject to updated fee amounts if fees are invoiced after July 1.

Planning and Development Realignment



Realignment Goals



Accelerate Urban Projects plan and project implementation



Consolidate the plan review process – intake, plan review, and final review into one division



Create an “Expediter position” focused on getting projects “unstuck”



Manage escalations across matrix departments



Conduct after action reports on escalations



Lead and direct **Intake** team to manage and resolve technical issues and **provide training** for Intake staff



Coordinate with other divisions on **process improvements** pursuant to a **MOU**



Move toward **centralization of Customer Care** (with Public Service Center/ CRM)

Roles and Responsibilities

Review Expediter

- Provides **targeted coordination** and support for **routine and high-volume projects**
- Identifies and **addresses projects at risk of delay**
- **Facilitates communication** between customers and review teams
- Works with Project Support to **remove barriers**



**Monitors
submittals**



**Decreases
bottlenecks**



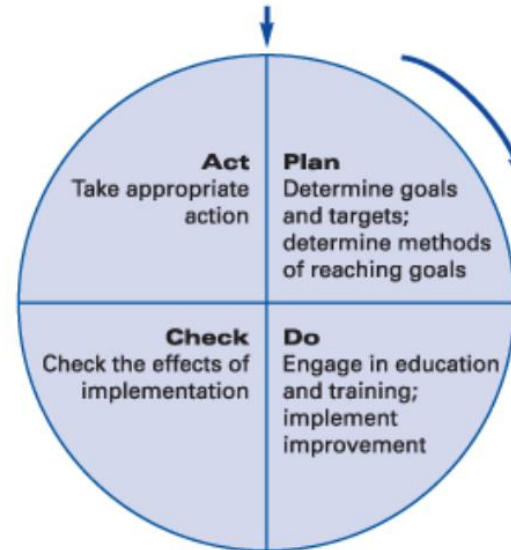
**Prioritize
projects**

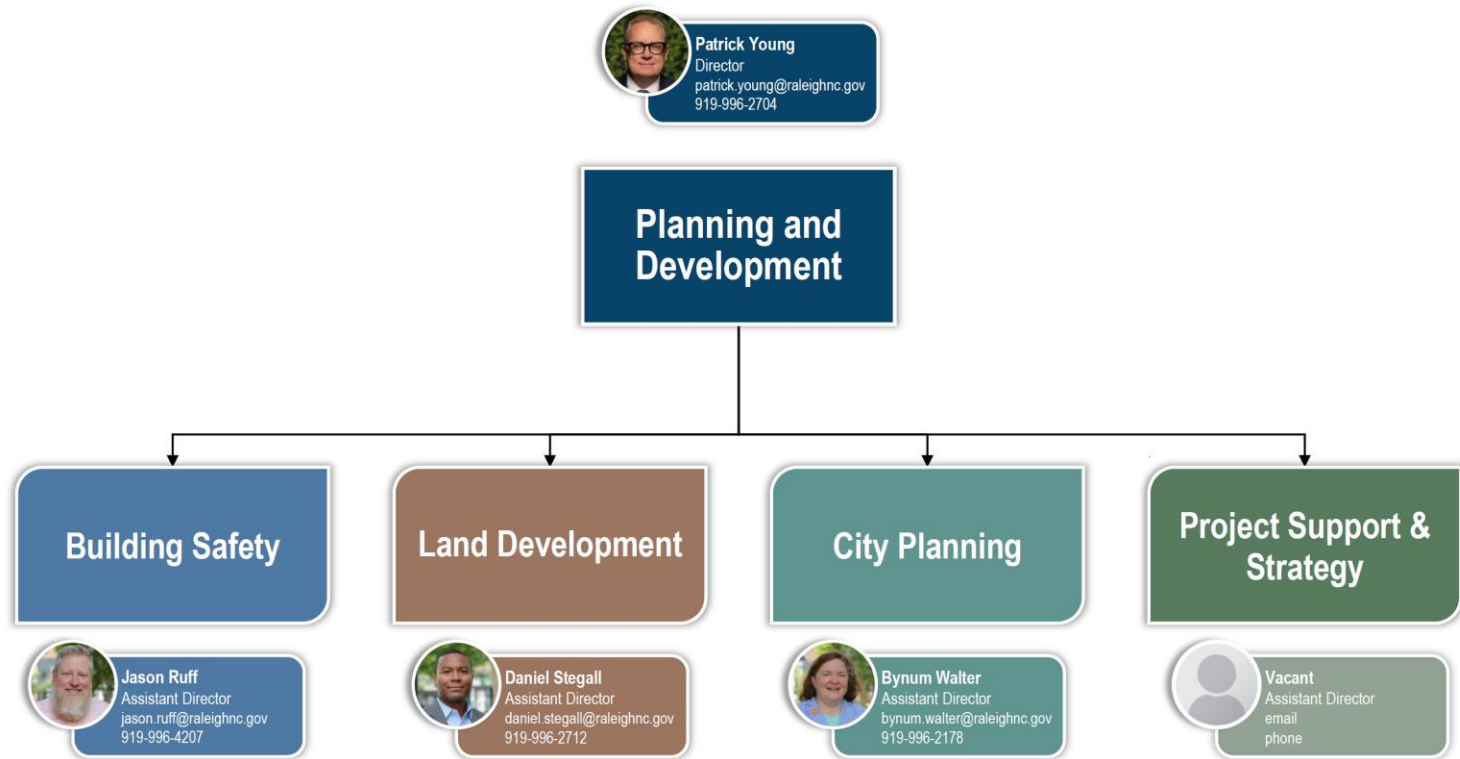
Roles and Responsibilities

Project Support Team

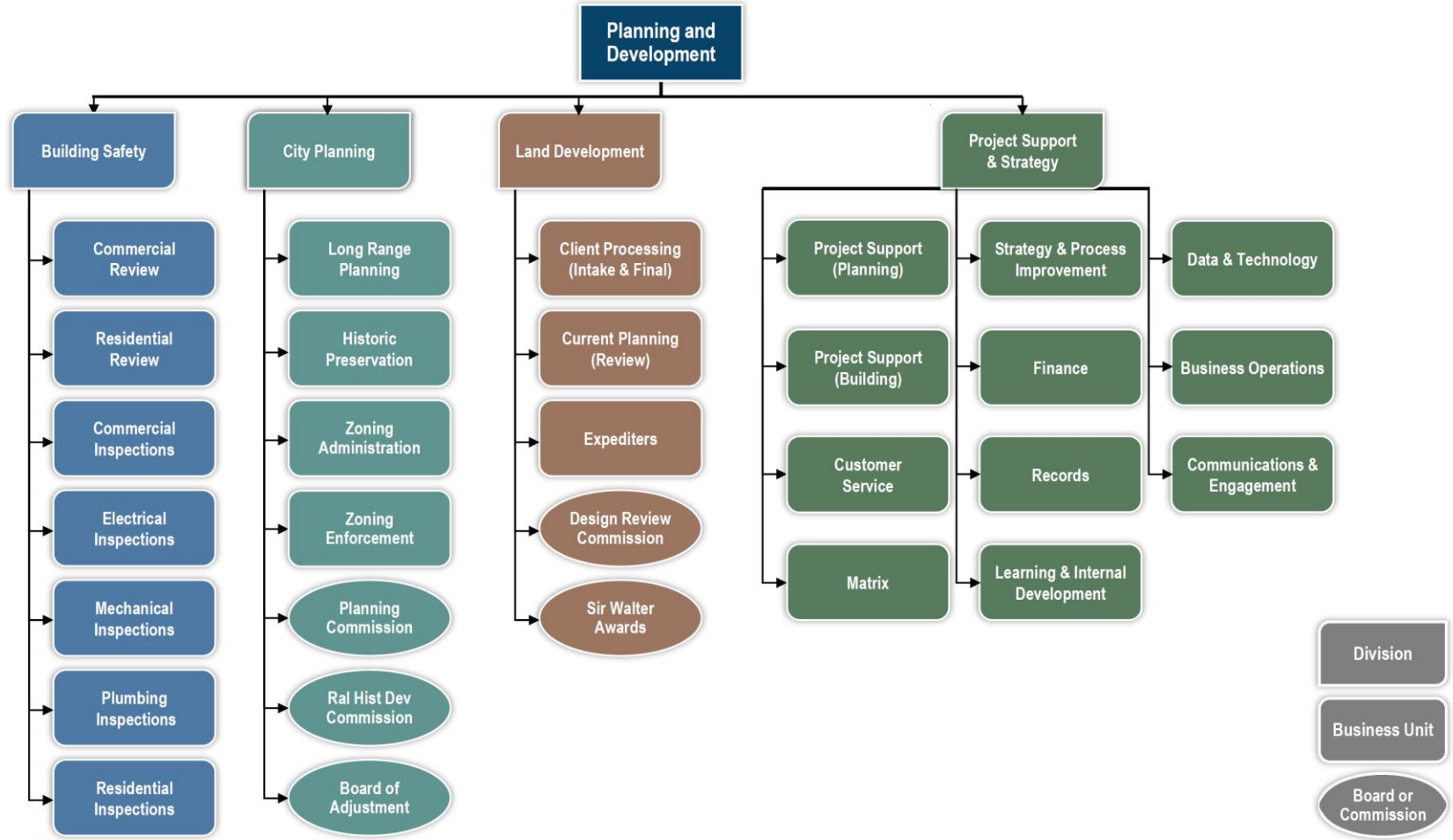
- **Coordinates** complex and high-profile projects
- **Facilitates escalation** when needed
- Supports governance, performance monitoring, and process improvement
- Assists customer support, intake, and **cross-department resolution**

A Common Version of the PDCA Wheel





Updated
7/1/2026



Updated
7/1/2026

Cross-Departmental Coordination MOU

- Creates governance for matrixed review model
- Clarifies roles and responsibilities
- Establishes how escalations are resolved
- Outlines coordination and communication standards
- Creates shared accountability
- Documents our processes



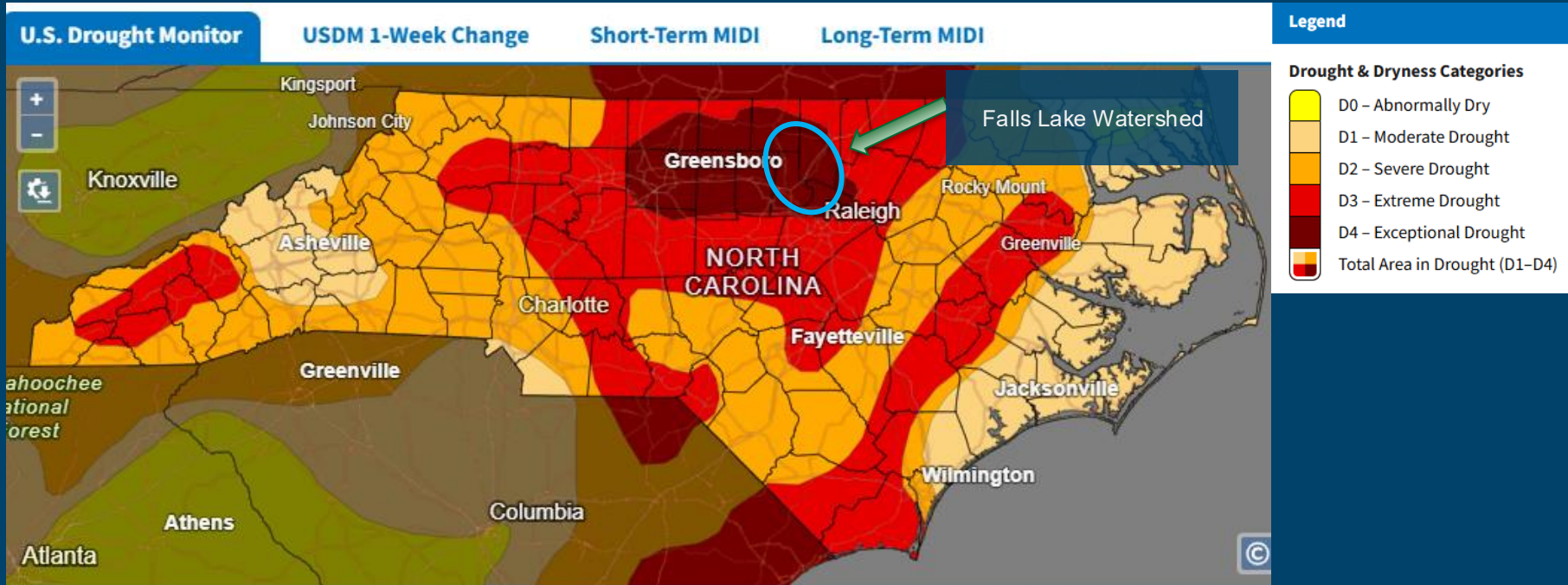
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Drought Map

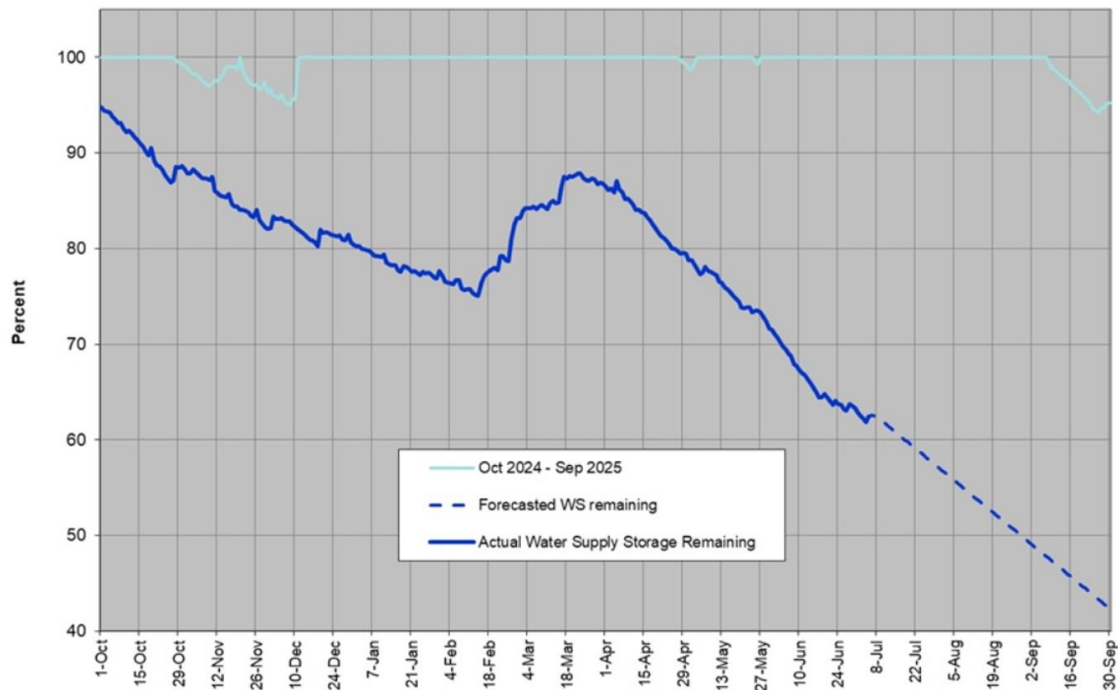




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Water Supply Pool Forecast

Falls Lake Water Supply Storage Remaining -- 06 July 2026
(Based on ~0% monthly median inflows)





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Current Level at Falls Lake

Falls Lake Above Dam NR Falls, NC - USGS-02087182

[Subscribe to WaterAlert](#)

July 1, 2026 - July 8, 2026

Lake or reservoir water surface elevation above NAVD 1988, feet

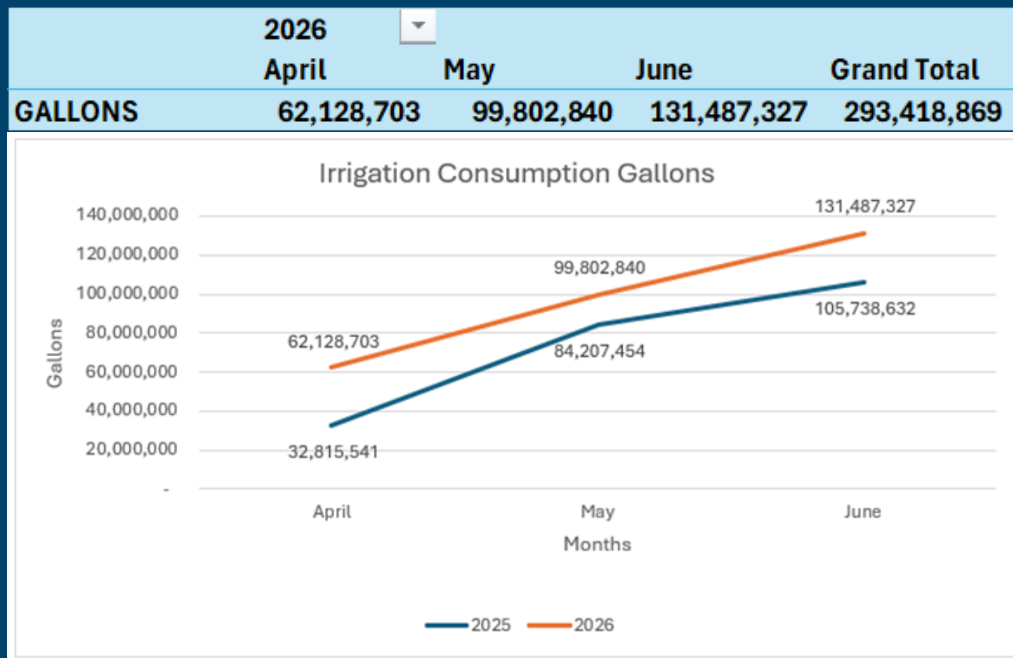
244.72 ft - Jul 06, 2026 04:30:00 PM EDT





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Impact of Irrigation



Date	Irrigation Impact
June 3, 2026	76.5 MGD
June 28, 2026	58.6 MGD
Change	↓ 17.9 MGD



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Compliance & Enforcement

Irrigation Restriction Compliance Rates

- **June 25–29: 43%** of irrigation meters read were in violation
- **July 2–6: 46%** of irrigation meters read were in violation
- ▲ **3%** increase in violation rate

Enforcement Actions

- **860** Total Violations Reported
- **366** Educational Letters Issued
- **173** Official Warnings Issued
- **6** \$50 Civil Penalties Issued
- **1** \$200 Civil Penalty Issued



Raleigh Ground Cover

Stormwater Requirements for a New Homes

- Raleigh Stormwater will not delay or hold up a CO due to ground cover – can use temporary ground cover (millet, straw matting)
- 2024 State Law prevents municipalities from holding up a CO due to ground cover. Only required on SCMs



DSAC Inquiries





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Landscape Plantings with Water Restrictions

Stakeholder Feedback:

- What is the City's policy watering plantings during drought periods?

Staff Response:

- Street Tree planting is not allowed between May 1 and September 30.
- Landscape agreements allow Urban Forestry to approve permits outside of the planting season and allow a Certificate of Occupancy to be issued.
 - Click the following link to access the document: [Landscape agreement](#)
- Urban Forestry uses a bag (treegater, TreeDiaper, or similar) to establish trees during the growing season. There is no restriction for using them.
- Contact your Zoning Inspector regarding planting on private property for agreement details.



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AI Implementation in Development Services

Stakeholder Feedback

- Please provide an update to AI implementation in development services.

Staff Response:

- **Active Collaboration:** IT and Tyler are evaluating AI capabilities for EP&L and the Customer Portal.
- **Platform Readiness:** Some AI features require future EP&L upgrades.
- **Pilot Opportunity:** IT is pursuing a potential AI pilot partnership with Tyler.
- **P&D Prioritization:** Staff will identify and prioritize the most valuable AI features.
- **Next Steps:** IT and P&D will develop an AI implementation roadmap.

Additional Updates





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Permit Help Line

- One Number. Faster Service. Call (919) 996-2500
- Smarter Call Routing. New phone tree connects you directly with appropriate staff
 - Reducing transfers and confusion
 - Voicemails are emailed directly to Staff
- Launch will occur July 13th



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Permit Pathways Session

- **Permitting Townhomes**
 - Intake requirements
 - Review (Matrix Departments along with Planning and Development)
 - Permitting
- **Presentation Materials**
 - Powerpoint and Recording will be posted to the Stakeholder webpage
 - A gov delivery will be sent notifying the public where to access materials

Meeting Adjourned

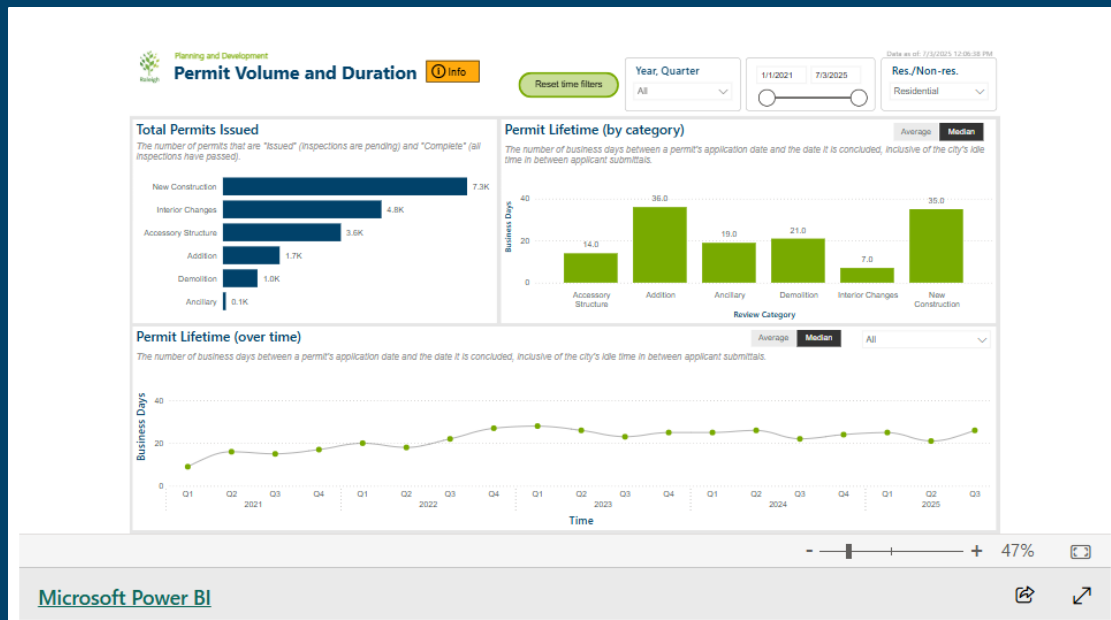




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Review Dashboards

Check out our
public dashboards
for Metrics
Review Turnaround Times
and Performance
Dashboards
Click the link above.





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Land Development Points of Contact

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